



3629

CSCO-38240

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

BUONANNO, et al.

Serial Number: 09/766,175

Filing Date: January 18, 2001

For: PROACTIVE CALL AND CONTACT
CENTER SYSTEM

Examiner: Borissov,
Igor N.

Art Unit: 3629

Hon. Assistant Commissioner for Patents
Alexandria, VA 22313-1450

RECEIVED

APR 08 2004

GROUP 3600

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed on December 31, 2003,
Applicants respectfully request further examination and reconsideration of the
above captioned patent application in view of the arguments and amendments
set forth below.

Serial No.: 09/766,175

Examiner: Borissov, I.
Art Unit: 3629